



**CERTIFICATE IN  
EXECUTIVE SECRETARYSHIP**

**MODULE LEARNING GUIDE**

**FOR**

**ENGLISH FOR OFFICE SKILLS**

**Subject Code: SOC 101A**

Version 1: JANUARY 2007

## 1. INTRODUCTION

This module is intended for secretarial students who need to undertake administrative tasks in English in their careers as secretaries or personal assistants for their bosses. It is designed to develop them from language skills (Listening, speaking, writing) in English.

## 2. AIMS

The following are some of the intended aims of this module:

- a) To focus on the central needs of the secretary to master the communicative skills both orally and in written form.
- b) The topics selected are related to typical on-the-job activities in an office environment and also include interactive situation such as socializing and receiving visitors.

## 3. LEARNING OUTCOMES

At the completion of this module, students will be able to:

- a) Improve their listening and speaking skills through conversation and by taking and giving messages as well as practicing the skills in receiving visitor at the work place.
- b) Use the proper approach and methods in formulating documents such as letters, envelopes, office memos, resumes, questionnaires and job application letters, etc
- c) Improve their reading and comprehension skills
- d) Handle office equipment such as computers in conjunction with their office tasks and duties efficiently.
- e) Communicate effectively through proper usage of English grammar and vocabulary

## 4. AUDIENCE AND PRE-REQUISITIES

The module is intended for students who have just started their secretarial program. It serves as a supplementary study to Office Communication 1 and 2 which the students will be taking..

## 5. OVERVIEW OF THE MODULE

This module will cover the following areas:

- **Listening / Speaking**

The basic aim is to develop the necessary skills that will enable secretaries to understand and produce oral messages in English and then allow them to communicate effectively by telephone and in person. The ability to receive and send information with precision is of vital importance to a secretary at work.

- **Writing**

This section is focused in the production of written texts such as different types of letters, inter-office memos and also electronic mails special emphasis is placed on the typical structures filled in business correspondence.

- **Reading**

This section has its main objective of developing the student's skills in reading comprehension through texts that is 2 types:

- i) Related to office activities and tasks
- ii) Responding to the need for a basic awareness of the professional and Cultural aspects of the English speaking world

- **Grammar, vocabulary and pronunciations**

Grammar is dealt with in a functional way and so is vocabulary. Only the structures and usage that are essential to the communication aim are emphasized special emphasis is also placed on clear and proper pronunciation of words which are commonly used in telephone or person-to – person oral communication.

## 6. INSTRUCTIONAL PLAN AND RESOURCES

- The main source of material is the learning schedule is focused in the standard text book – On the Job: English for Secretaries and Administrative Personnel by Ana Maria Millon / Matisela Toselli (Mc Graw Hill)
- Reference Texts: Language Reference for Business (Grammar Functions and Communication Skills) By Nick Brieger & Jerem Crofort – Prentice Hall International
- Understanding and Using English Grammar (2<sup>nd</sup> Edition) By Betty Scramper Azar – Prentice Hall Regents
- The Language of Business English By Nick Brieger and Simon Sweeney – Prentice Hal

### CLASS TEACHING SCHEDULE

Week	Lecture	Tutorial / Activities
1	Locating people 1.1 Conversation / Dialogue 1.2 Comprehension 1.3 Pronunciation / Acronyms	Unit 1 Activity 1.2 Let's Practice – page 18 -19 Activity 1.3 Follow up Activities - page 22/23/26/27
2	People At Work 2.1 The organizational structure 2.2 habitual Action/ conversation 2.3 Follow up Activities	Unit 2 Activity 2.1 Let's practice – page 29 /31 Activity 2.2 Dialogue *1,2,3) page 32/33 Activity 1.6 page 33/35/36
3	Dealing with numbers 3.1 Kind of information given in number Cardinal / ordinal number 3.2 Telling time Comprehension - dialogue	Unit 3 Activity 3.1 page 37/39 Activity 3.2 page 43/44/47
4	Taking messages 4.1 Dialogue practice on message taking 4.2 Giving the message 4.4 Polite Question	Unit 4 Activity 4.1 Let's Practice (511) Activity 4.2 page 53 Activity 4.3 Page 54 Activity 4.4 Consolidation Practice - 59

5	Receiving Visitors 5.1 Greeting & Introduction 5.2 Cultural Awareness 5.3 Office Hospitality (Conversation) 5.4 Follow-up Activities	Unit 5  Activity 5.1 Dialogue (pg 62/63) Activity 5.2 Page 63/65 Activity 5.3 Page 64/66/67/68 Activity 5.4 Page 71/75
6	Forms, envelope, letters 6.1 Forms - Filing 6.2 Layout and letters	Unit 6 Activity 6.1 – page 79 Activity 6.2 – page 84-89
7	Requests 7.1 Request letters 7.2 Responses 7.3 Cultural Awareness	Unit 7 Activity 7.1 page 92-97 Activity 7.2 page 95-98 Activity 7.3 page 99
8	Quotation and Orders 8.1 Quotation letters 8.2 Requests for quotation 8.3 Guidelines for written order	Unit 8 Activity 8.1 page 100-102 Activity 8.2 page 103-106 Activity 8.3 page 107-110
9	Resumes and letters of application 9.1 Job adverts 9.2 Curriculum vitae 9.3 Guidelines for writing a letter of application	Unit 9 Activity 9.1 page 112-116 Activity 9.2 page 113 Activity 9.3 page 115-120
10	Inter-Office Memos 10.1 Format 10.2 Requesting something using memos 10.3 Expression for requisition	Unit 10 Activity 10.1 page 125 Activity 10.2 page 126-128 Activity 10.3 page 130-132
11	Readers skills 11.1 Purpose of reading 11.2 Skimming and scanning 11.3 cognates	Unit 11 Activity 11.1 page 134-136 Activity 11.2 page 137-138 Activity 11.3 page 139-141
12	Personal Qualities 12.1 Reading / Comprehension 12.2 Cultural Connection 12.3 Language	Unit 12  Activity 12.1 page 144-146 Activity 12.2 page 149-150 Activity 12.3 page 151-154
13	Office Duties 13.1 Differentiate between duties and task 13.2 Applying for a job 13.3 Language work	Unit 13  Activity 13.1 page 155-156 Activity 13.2 – page 157-160 Activity 13.3 page 161-165
14	Consolidation and Review of the Module	Revision / discussion of past year examination questions

## 6. ASSESSMENT REQUIREMENTS

### 7.1 AIM

The aim of the assessment is to ensure that students develop proficiency in the various components of listening, speaking, reading and writing.

### 7.2 ASSESSMENT INSTRUMENTS

The following is an outline of the various assessment instruments for this module:

Individual Assessment	-	50%
Final Examination	-	50%
Total	-	100%

#### 7.2.1 Assignments

The aim of the assessment is to test students in their learning outcomes through written assignments based on topics covered every two weeks between 1 and 10.

They are required to investigate and analyze a topic (s) to produce evidence that shown an understanding and application of a range of specific learning outcome.

Individual Assessment comprises of 5 assignment questions. Each completed assignment must be handed up every fortnightly to be graded out of 10 % for each.

#### 7.2.2 Examinations

A final examination will be conducted on week 1 and will be 3 hours in duration. It is a theory – based examination that assesses student ability to recall and apply theory and understand, requiring references to a range of structured questions.

The format of the examination is as follows:-

Section A	-	Reading and Comprehension - 2questions	30 %
Section B	-	Writing Skills – 1 out of 4 question	30 %
Section C	-	Grammar- 20 questions	20 %
Section D	-	Vocabulary- 20 questions	20 %
Total			100 %

### 7.3 ASSESSMENT TIMELINES

Assignment 1 :	Due in Week 4
Assignment 2 :	Due in Week 6
Assignment 3 :	Due in Week 8
Assignment 4 :	Due in Week 10

Assignment 5 : Due in Week 12

<b>LEARNING SUGGESTIONS AND GUIDELINES</b>
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**WEEK 1****Lecture Topic :        LOCATING PEOPLE****Over the week of lecture / tutorial the focus will be to undertake the following:**

- to practice face-to-face conversation through dialogues
- to be able to use the simple present tense form of the verb 'to be' in full and abbreviated form

**Learning outcomes to be attained:**

- to learn how to make and answer requests
- to learn grammar -- countable and uncountable nouns
- to have proper pronunciation practice on words with the i sound

**Reading and preparation to be undertaken by the student:****Textbook:**

	<b>Chapter(s)</b>	<b>Pages</b>
On the Job – Ana Maria Millan / Marisela Toselli McGRAWHILL INTERNATIONAL EDITION	1	16 - 27

**WEEK 2****Lecture Topic:    PEOPLE AT WORK****Over the week of lecture / tutorial the focus will be to undertake the following:**

- to introduce the different positions and people at work in a typical organisation
- to practise conversation involving asking and answering questions related to people at work

**Learning outcomes to be attained:**

- to learn grammar -- articles
- to learn the use of 'frequency adverbs' to express how often things happen

**Reading and preparation to be undertaken by the student:****Textbook:**

	<b>Chapter(s)</b>	<b>Pages</b>
On the Job – Ana Maria Millan / Marisela Toselli Mc GRAWHILL INTERNATIONAL EDITION	2	28-36

**WEEK 3****Lecture Topic:    DEALING WITH NUMBERS****Over the week of lecture / tutorial the focus will be to undertake the following:**

- to practise answering questions involving numbers such as date, phone numbers, quantity, distance money etc
- to practise asking questions with question words 'how long ' eg. How long does it take to get to the post office from here?

**Learning outcomes to be attained:**

- to learn how numbers are used in conversation
- to learn how to tell the time and flight schedule – arrivals / departures
- To learn grammar -- pronouns

**Reading and preparation to be undertaken by the student:****Textbook:**

	<b>Chapter(s)</b>	<b>Pages</b>
On the Job – Ana Maria Millan / Marisela Toselli McGRAWHILL INTERNATIONAL EDITION	3	37- 48

**WEEK 4**

**Lecture Topic** : **Taking and giving messages**

**Over the week of lecture / tutorial the focus will be to undertake the following:**

- to practise passing on messages received on the phone
- to practice asking polite questions during telephone conversations

**Learning outcomes to be attained:**

- to learn how to take down telephone messages correctly
- to learn how to use the simple past tense of verbs like send, put, meet, take etc
- to learn grammar – Tenses: Present and Past

**Reading and preparation to be undertaken by the student:****Textbook:**

	<b>Chapter(s)</b>	<b>Pages</b>
On the Job – Ana Maria Millan / Marisela Toselli McGRAWHILL INTERNATIONAL EDITION	4	49 - 60

**WEEK 5**

**Lecture Topic** : **Receiving visitors**

**Over the week of lecture / tutorial the focus will be to undertake the following:**

- To practice office hospitality
- To learn how to give directions around the office using appropriate 'adverbs'
- To learn the proper expressions to answer questions about the weather and about the flight conditions when travelling by plane

**Learning outcomes to be attained:**

- To learn the art of greeting and introduction at conversations
- To learn grammar – Tenses: Future and Perfect
- To learn the proper expressions to answer questions

**Reading and preparation to be undertaken by the student:****Textbook:**

	<b>Chapter(s)</b>	<b>Pages</b>
On the Job – Ana Maria Millan / Marisela Toselli McGRAWHILL INTERNATIONAL EDITION	5	61 - 76

**WEEK 6****Lecture Topic : FORMS, ENVELOPES AND LETTERS****Over the week of lecture / tutorial the focus will be to undertake the following:**

- To provide practice in dealing with office activities which require written communication
- To be familiar with the essential parts of a business letter
- To study the abbreviation of most common words as used in business correspondence

**Learning outcomes to be attained:**

- To learn how to complete application form with relevant information
- To learn grammar – agreement/concord

**Reading and preparation to be undertaken by the student:****Textbook:**

	<b>Chapter(s)</b>	<b>Pages</b>
On the Job – Ana Maria Millan / Marisela Toselli McGRAWHILL INTERNATIONAL EDITION	6	78 -90

**WEEK 7****Lecture Topic: REQUESTS****Over the week of lecture / tutorial the focus will be to undertake the following:**

- To study the proper use of the present continuous tense in relation to making sentences concerning activities in the office eg: The secretary is busy filing the report.

Learning outcomes to be attained:

- To learn how to write a request for information about goods and services
- To learn how to respond to requests when working for a company
- To learn grammar -- Preposition

**Reading and preparation to be undertaken by the student:****Textbook:**

	<b>Chapter(s)</b>	<b>Pages</b>
On the Job – Ana Maria Millan / Marisela Toselli McGRAWHILL INTERNATIONAL EDITION	7	91 - 99

**WEEK 8****LECTURE TOPIC : QUOTATIONS and orders****Over the week of lecture / tutorial the focus will be to undertake the following:**

- To differentiate between quotations and orders
- To study how to write letters of quotations and to make orders by fax or mail
- To learn the use of frequently used expressions in the opening and closing of such letters

**Learning outcomes to be attained:**

- To be able to write letters of quotations and to make orders by fax or mail
- To be able to write proper opening and closing for such letters
- to learn grammar -- conjunction

**Reading and preparation to be undertaken by the student:****Textbook:**

	<b>Chapter(s)</b>	<b>Pages</b>
On the Job – Ana Maria Millan / Marisela Toselli McGRAWHILL INTERNATIONAL EDITION	8	100 -110

**WEEK 9****Lecture Topic : RESUMES AND LETTERS OF APPLICATION****Over the week of lecture / tutorial the focus will be to undertake the following:**

- To learn how to look for job vacancies in advertisements
- To learn how to prepare documents in relation to jobs
- To practice using frequently used expression in the opening and closing sentences of application letters and to be familiar in the use of the past tense forms of irregular & regular verbs such as get, write, read, offer, graduate etc

**Learning outcomes to be attained:**

- To learn how to write a curriculum vitae
- To learn how to write a letter of application
- to learn grammar – Comparison of Adjectives and Adverbs

**Reading and preparation to be undertaken by the student:****Textbook:**

	<b>Chapter(s)</b>	<b>Pages</b>
On the Job – Ana Maria Millan / Marisela Toselli McGRAWHILL INTERNATIONAL EDITION	9	111-121

**WEEK 10****Lecture Topic: INTER OFFICE MEMOS****Over the week of lecture / tutorial the focus will be to undertake the following:**

- to understand the use of memos in the organisation
- to learn the proper format of an office memorandum
- to learn the use of appropriate introductory sentences in memos requesting for actions and other information

**Learning outcomes to be attained:**

- to learn grammar – Gerunds
- to be able to write memos

**Reading and preparation to be undertaken by the student:****Textbook:**

	<b>Chapter(s)</b>	<b>Pages</b>
On the Job – Ana Maria Millan / Marisela Toselli McGRAWHILL INTERNATIONAL EDITION	10	122 - 132

**WEEK 11****Lecture Topic: READING SKILLS**

**Over the week of lecture / tutorial the focus will be to undertake the following:**

- To practise 'skimming' – reading the text quickly and trying to get the gist or main idea
- To practise 'scanning' –looking for specific information within the text
- To understand grammatical functions of verbs and nouns

**Learning outcomes to be attained:**

- To learn how to read texts with a purpose
- To learn grammar – Question Tags and Responses

**Reading and preparation to be undertaken by the student:**

**Textbook:**

	<b>Chapter(s)</b>	<b>Pages</b>
On the Job – Ana Maria Millan / Marisela Toselli McGRAWHILL INTERNATIONAL EDITION	11	134 - 143

**WEEK 12****Lecture Topic : PERSONAL QUALITIES**

**Over the week of lecture / tutorial the focus will be to undertake the following:**

- To have an understanding of personal qualities related to certain types of professions
- To practice reading with understanding
- To review the use of adjectives and conjunctions in sentence construction

**Learning outcomes to be attained:**

- To have an understanding of personal qualities about professions
- to learn grammar – Imperatives, commands and Request

**Reading and preparation to be undertaken by the student:**

**Textbook:**

	<b>Chapter(s)</b>	<b>Pages</b>
On the Job –Ana Maria Millan/ Marisela Toselli McGRAWHILL INTERNATIONAL EDITION	12	144-154

**WEEK 13****Lecture Topic: OFFICE DUTIES**

**Over the week of lecture / tutorial the focus will be to undertake the following:**

- To understand clearly the differences between 'duties' and 'tasks'
- To practise reading with understanding
- To learn the proper use of conjunctions, relative pronouns in sentence construction

**Learning outcomes to be attained:**

- To learn about questions and answers related to job interviews
- To learn grammar – active and passive voice and direct and indirect speech

**Reading and preparation to be undertaken by the student:**

**Textbook:**

	<b>Chapter(s)</b>	<b>Pages</b>
On the Job –Ana Maria Millan/ Marisela Toselli McGRAWHILL INTERNATIONAL EDITION	<b>13</b>	<b>155-170</b>

**WEEK 14**

**Over the week of lecture / tutorial the focus will be to undertake the following:**

- Consolidation and Review of the Module

**Learning outcomes to be attained:**

- To ensure that students are prepared for their final exams.

**WEEK 15**

**FINAL EXAMINATION**